DEPARTMENT NAME

1. Non-consecutive survey weeks selected by Department:

    1st Week: _____   2nd Week: _____

    Exception Noted: N/A

2. Total public contacts reported by language (See language codes on last page):

EN	SP	ASL	AR	AM	CA	CN	CR
FA	**FR**	**GE**	**GR**	**HE**	**HI**	**HM**	**IL**
IN	**IT**	**JA**	**KO**	**LA**	**MA**	**MI**	**PO**
PR	**PU**	**RU**	**SA**	**SE**	**SO**	**TA**	**TH**
UR	**VI**	**OTHER**					**TOTAL**

Summary:

3. Total certified bilingual employees in public contact positions, by language:

SP	ASL	AR	AM	CA	CN	CR	FA
FR	**GE**	**GR**	**HE**	**HI**	**HM**	**IL**	**IN**
IT	**JA**	**KO**	**LA**	**MA**	**MI**	**PO**	**PR**
PU	**RU**	**SA**	**SE**	**SO**	**TA**	**TH**	**UR**
VI							**TOTAL**

Summary:

4.   Total number of bilingual staff receiving pay:

5.   Total bilingual position deficiencies, by language:

SP	ASL	AR	AM	CA	CN	CR	FA
FA	**FR**	**GE**	**GR**	**HE**	**HI**	**HM**	**IL**
IN	**IT**	**JA**	**KO**	**LA**	**MA**	**MI**	**PO**
PR	**PU**	**RU**	**SA**	**SE**	**SO**	**TA**	**TH**
UR	**VI**	**OTHER**					**TOTAL**

Summary:

6.   Assessment of corrective action plan to eliminate deficiencies submitted by the department:

☐   No Deficiencies Reported

7.   Assessment of departmental activities to ensure that bilingual services needs of all customers are met:

a. Other means used by the department to measure LEP clients language needs other than the biennial language survey:

b. Sources Utilized by Department to certify bilingual staff (Check all that apply):
☐ SPB   ☐ CPS   ☐   LAUSD
☐ Dept. Delegated Testing   ☐   None Identified
☐ Other: (Specify):

Exception Noted: N/A

c. Procedures used by department to translate materials:

 i. Department's process for determining documents that fall within the meaning of the Act:

Exception Noted:

 ii. Department's process for providing translated documents to LEP customers:

Exception Noted: N/A

 iii. Department's process for informing the public of the availability of translated documents:

Exception Noted: N/A

d. Other resources identified by the department to interpret/translate for any languages that do not meet the 5% threshold:

Exception Noted: N/A

e. Other bilingual tools utilized by the department to assist LEP persons in its field offices, including contracting with telephone-based interpretation services:

Exception Noted:

f. Process utilized by the department to address or resolve complaints from LEP persons regarding the availability of interpreters or translated materials:

Exception Noted:

g. Procedures utilized by the department to train its public contact staff on the appropriate provision of services to LEP costumers:

Exception Noted: N/A

h. Overall assessment of department's efforts to ensure the bilingual services needs of LEP customers are met:

8. Departmental Bilingual Services Policy:

Exception Noted:

9. Supplemental Questionnaire to address department's actions to ensure compliance with the Bilingual Services Act:

a. Estimated number of appointments to vacant public contact positions during the next fiscal year:

SP	ASL	AR	AM	CA	CN	CR	FA
FR	GE	GR	HE	HI	HM	IL	IN
IT	JA	KO	LA	MA	MI	PO	PR
PU	RU	SA	SE	SO	TA	TH	UR
VI							TOTAL

Summary:

Exception Noted:

b. Total number of departmental documents that fall within the meaning of the Act:

Exception Noted:

c. Total number of documents translated into the non-English languages that met the 5% threshold:

Exception Noted: N/A

d. Total number of documents translated into any non-English languages that do <u>not meet</u> the 5% threshold:

e. Explanation of how the department determines which documents to translate:

10. Summary of department's 2001-2002 language survey data:

a. Total number of unit's participating in survey, by county:

b. Total number of unit's participating in survey that reported no significant public contact (less than 5% or 25 contacts) from LEP persons, by county:

c. Units that do not meet the 5% threshold, reporting 25 or more contacts in any non-English language, and the number of bilingual public contact employees available to provide services:

Reporting Unit	Number of Certified Staff	Number Of Non-Certified Staff	Language Identified	County

Summary:

d. Units meeting 5% threshold in any non-English language, and the number of bilingual public contact employees available to provide services:

11. Overall Assessment of department's compliance with the Act and efforts to facilitate compliance:

Language Code Guide:

Code	Language	Code	Language	Code	Language	Code	Language
ASL	American Sign	GE	German	JA	Japanese	RU	Russian
AR	Arabic	GR	Greek	KO	Korean	SA	Samoan
AM	Armenian	HE	Hebrew	LA	Laotian	SE	Serbian
CA	Cambodian	HI	Hindi	MA	Mandarin	SO	Somali
CN	Cantonese	HM	Hmong	MI	Mien	SP	Spanish
CR	Croatian	IL	Ilocano	PO	Polish	TA	Tagalog
FA	Farsi	IN	Indonesian	PR	Portuguese	TH	Thai
FR	French	IT	Italian	PU	Punjabi	Ur	Urdu
						VI	Vietnamese